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L10	2	("5737333").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2004/11/30 15:50

L11	2	("6011794").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2004/11/30 15:50
L12	37	("6011794").URPN.	USPAT	OR	OFF	2004/11/30 15:57
L13	13	("5654957" "5724412" "5828666" "5838682" "5848143" "5889774" "5916302" "5933490" "5970126" "6011794" "6064653" "6574216" "6584094").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2004/11/30 16:27
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2 Customer relationship management in e-commerce: the call center solution

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Southeastcon 2000. Proceedings of the IEEE, 7-9 April 2000
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Internet Applications, 1999. IEEE Workshop on, 26-27 July 1999
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4 Convergence between public switching and the Internet

Schoen, U.; Hamann, J.; Ugel, A.; Kurzawa, H.; Schmidt, C.;
Communications Magazine, IEEE, Volume: 36, Issue: 1, Jan. 1998
Pages: 50 - 65

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Anjum, F.; Elaoud, M.; Famolari, D.; Ghosh, A.; Vaidyanathan, R.; Dutta, A.; Agrawal, P.; Kodama, T.; Katsume, Y.; Global Telecommunications Conference, 2003. GLOBECOM '03. IEEE , Volume 6 , 1-5 Dec. 2003
Pages:3504 - 3508 vol.6

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Santivanez, C.; Stavrakakis, I.; Selected Areas in Communications, IEEE Journal on , Volume: 17 , Issue: 7 , 1999
Pages:1284 - 1304

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Skelly, P.; Li, M.; Internet Applications, 1999. IEEE Workshop on , 26-27 July 1999
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1 A study on B2C based Electronic Commerce Payment System using telephone number

Il-Woo Lee; Ho-Jin Park; Dae-Ung Kim; Sang-Ha Kim;
Computers and Communication, 2003. (ISCC 2003). Proceedings. Eighth IEEE International Symposium on , 30 June-3 July 2003
Pages:620 - 624 vol.1

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2 Implementation of EC payment system using the telephone number

Il-Woo Lee; Dong-Man Jang; Dae-Ung Kim; Sang-Ha Kim;
Information Technology: Coding and Computing [Computers and Communication] 2003. Proceedings. ITCC 2003. International Conference on , 28-30 April 2003
Pages:304 - 308

[\[Abstract\]](#) [\[PDF Full-Text \(491 KB\)\]](#) **IEEE CNF**

3 Advanced services architectures for Internet telephony: a critical overview

Glitho, R.H.;
Network, IEEE , Volume: 14 , Issue: 4 , July-Aug. 2000
Pages:38 - 44

[\[Abstract\]](#) [\[PDF Full-Text \(692 KB\)\]](#) **IEEE JNL**

4 Managing your privacy in an on-line world

McCandless, M.;
Expert, IEEE [see also IEEE Intelligent Systems] , Volume: 12 , Issue: 1 , Jan 1997
Pages:76 - 77

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